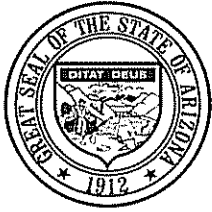


SOLICITATION NO: HP032097**SOLICITATION AMENDMENT ONE (1)**

ARIZONA DEPARTMENT OF
HEALTH SERVICES
1740 West Adams, Room 303
Phoenix, AZ 85007
(602) 542-1040
(602) 542-1741 fax

Solicitation Due Date: **December 8, 2009** at**3:00 P.M.**Contact: **Rebecca O'Brien**

A signed copy of this amendment must be submitted with your Solicitation Response.

Solicitation HP032097 is amended as follows:

- 1 In the Scope of Work, Paragraph 17, Quality Management Requirements, replace item 17.1.7 with:

17.1.7 Inform ADHS Quality Management within one (1) day of high profile alert incident/accidents/deaths, in accordance with the ADHS/DBHS Policy and Procedure Manual section QM 2.5, Reports of Incidents, Accidents and Deaths and provide summary of findings and corrective actions required, if any, following investigation of the incident/accident/death.

2. In the Scope of Work, Paragraph 17, Quality Management Requirements, replace item 17.1.9 with:

17.1.9 Conduct peer review activities in accordance with the AHCCCS Medical Policy Manual AMPM CH. 900 and ADHS/DBHS QM Plan and Policy. The Contractor shall maintain an active Peer Review Committee that is chaired by the Contractor's CMO. The Contractor shall submit to ADHS, peer review information as requested by ADHS.

2. In the Scope of Work, Paragraph 17, Quality Management Requirements, replace item 17.2.1.6 with:

17.2.1.6 Member Satisfaction Survey: Implement the annual satisfaction survey in conjunction with subcontractors when necessary. The Contractor shall use findings from the Satisfaction Survey in designing quality improvement activities to improve care for members.

3. In the Scope of Work, Paragraph 17, Quality Management Requirements, replace item 17.3.9 with:

17.3.9 Submit Trending Analysis of incidents/accidents/deaths and seclusion and restraints quarterly in accordance with the performance improvement specifications.

Vendor hereby acknowledges receipt and understanding of above amendment

Signature _____

Date _____

Name and Title: _____

Name of Company: _____

The above referenced Solicitation Amendment is hereby executed this 17th day of November, 2009 in Phoenix, Arizona.

On File

A handwritten signature in cursive script that reads "Christine Ruth".

Signature

Title: Christine Ruth, Acting Chief Procurement Officer

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4. In the Scope of Work, Paragraph 17, Quality Management Requirements, replace item 17.3.10 with:

17.3.10 Submit Quality of Care Data.

5. In the Scope of Work, Paragraph 31.3, Financial Viability, replace items 31.3.4.1.5.3 and 31.3.4.1.5.4 with:

31.3.4.1.5.3 Total Non-Title XIX and Non-Title XXI Service Expense divided by total and Non-Title XIX and Non-Title XXI revenue shall be no less than eighty-eight point five percent (88.5%), may be adjusted for effective tax rate.

6. In Scope of Work, Paragraph 10.10, Requirements for Service Delivery to Children and Adolescents, Item 10.10.8, replace with :

10.10.8 Deliver outpatient treatment services, support services and rehabilitation services in a timeframe manner and with the intensity and duration identified by the child and family **team** in the service plan.

7. Replace Attachment A – Deliverables Table with the table provided in this Amendment

8. Attachment B, Documents Incorporated by Reference: Delete 17.1, 17.2, 17.3, 17.4, and 17.5

ATTACHMENT A – DELIVERABLES TABLE
SOLICITATION NO: HP032097

#	Contract Category	Report	Reference	Frequency	Due Date	Submit to
1	Cultural Competency	Quarterly Plan progress report	Contract	Quarterly	30 days after quarter end	bhscompliance@azdhs.gov
2	Cultural Competency	Annual Plan Evaluation	Contract	Annually	August 15 th	bhscompliance@azdhs.gov
3	Cultural Competency	Annual CC Plan	Contract	Annually	45 days after start of contract year	bhscompliance@azdhs.gov
4	Network	Case Management Inventory	Contract	Monthly	15 th of the month	bhscompliance@azdhs.gov
5	Network	Children's System of Care Network Development Plan Status Update Report and Adult System of Care Network Development Plan Status Update Report	Contract	Quarterly	15 th of the month following quarter end	bhscompliance@azdhs.gov
6	Network	Network Analysis and Inventory	Contract	Annually	April 1 st	bhscompliance@azdhs.gov
7	Network	Children System of Care Network Development Plans and an Adult System of Care Network Development Plan	Contract	Annually	July 1 st	bhscompliance@azdhs.gov
8	Network	Notification of Material Change to Network	Contract	Ad Hoc	Prior to Network Change	bhscompliance@azdhs.gov
9	Network	Notification of Unexpected Material Change to Network	Contract	Ad Hoc	Within one (1) day of knowledge	bhscompliance@azdhs.gov
10	Network	Plan to transition members affected by the change deficiency or condition to a different provider and to address a network change. deficiency or condition to restore the network to full capacity.	Contract	Ad Hoc	Upon ADHS request	bhscompliance@azdhs.gov
11	Training	Annual Training Plan	Contract	Annually	September 15 th	bhscompliance@azdhs.gov
12	Training	Training Curriculum	Contract	Ad Hoc	Upon updates	bhscompliance@azdhs.gov
13	General Mental Health and SMI Employment	Annual Regional Vocational Plan	Contract	Quarterly	June 15 th	bhscompliance@azdhs.gov
14	General Mental Health and SMI Community Resources	Updated copy of its community resource guide	Contract	Quarterly	15 th of the month	bhscompliance@azdhs.gov
15	Peer Involvement for SMI	Quarterly Psychosocial Rehabilitation Progress Report	Contract	Quarterly	15 th of the month after quarter end	bhscompliance@azdhs.gov

ATTACHMENT A -- DELIVERABLES TABLE
SOLICITATION NO: HP032097

#	Contract Category	Report	Reference	Frequency	Due Date	Submit to
16	Peer Involvement for SMI	Demonstrate that Peer Support Specialist / Recovery Support Specialists have met the training requirements and are employed on each adult recovery team	Contract	Quarterly	15 th of the month after quarter end	bhscompliance@azdhs.gov
17	Peer Involvement for SMI	Written description of the Process for Member Input	Contract	Ad Hoc	Upon ADHS request	bhscompliance@azdhs.gov
18	Housing for SMI	Monthly report of utilization of affordable housing options on Bridge Subsidy Program tenants connected to Section 8 vouchers or independence through self-sufficiency	Contract	Monthly	15 th of the month after month end	bhscompliance@azdhs.gov
19	Housing for SMI	Housing Inventory	Contract	Quarterly	15 th of the month after quarter end	bhscompliance@azdhs.gov
20	Housing for SMI	Internal property acquisition maintenance/inspection protocol	Contract	Annually	No later than 45 days upon the execution of the contract	bhscompliance@azdhs.gov
21	Housing for SMI	Annual Housing Spending Plan	Contract	Annually	No later than 30 days from notification by ADHS that state funds have been allocated for housing development	bhscompliance@azdhs.gov
22	Housing for SMI	Initial Housing Plan	Contract	Annually	Sixty (60) days prior to contract start date and upon ADHS request thereafter	bhscompliance@azdhs.gov
23	Housing for SMI	Notice of Real Property Transactions	Contract	Ad Hoc	Upon ADHS request	bhscompliance@azdhs.gov
24	Service Delivery to Children and Adolescents	Case manager bimonthly inventories to monitor the status of case manager development and maintenance of effort	Contract	Bi-Monthly	15 th of the month after month end	bhscompliance@azdhs.gov

ATTACHMENT A – DELIVERABLES TABLE
SOLICITATION NO: HP032097

#	Contract Category	Report	Reference	Frequency	Due Date	Submit to
25	Service Delivery to Children and Adolescents	The status of the development and expansion of generalist support and rehabilitation services	Contract	Ad Hoc	Upon ADHS request	bhscompliance@azdhs.gov
26	Service Delivery to Children and Adolescents	The status of the number of children served through CFT practice	Contract	Ad Hoc	Upon ADHS request	bhscompliance@azdhs.gov
27	SAPT	Quarterly Wait List Report	Contract	Quarterly	15 th day after quarter end	bhscompliance@azdhs.gov
28	SAPT	HIV Activity Report	Contract	Quarterly	30 th day after quarter end	bhscompliance@azdhs.gov
29	SAPT	Notify ADHS when an intravenous drug abuse program has reached ninety (90%) percent of its capacity	Contract	Ad Hoc	Upon meeting 90% of its capacity	bhscompliance@azdhs.gov
30	Medical Management	Annual Medical Management Utilization Management (MM/UM) Plan and Work Plan	Contract	Annually	November 30 th	bhscompliance@azdhs.gov
31	Medical Management	Annual MM/UM Evaluation Report	Contract	Annually	November 30 th	bhscompliance@azdhs.gov
32	Medical Management	Medical Care Evaluation Studies conducted	Contract	Annually	October 10 th	bhscompliance@azdhs.gov
33	Medical Management	Utilization Data Report	Contract	Quarterly	30 th day after quarter end	bhscompliance@azdhs.gov
34	PASRR	PASRR Invoice	Contract	Monthly	10 th day after month end	bhscompliance@azdhs.gov
35	Prevention Services	Annual Prevention Plan	Contract	Annually	May 1 st preceding contractual year	bhscompliance@azdhs.gov
36	Prevention Services	Annual Prevention Report	Contract	Annually	August 1 st after contractual year end	bhscompliance@azdhs.gov
37	Prevention Services	Prevention Program Monitoring Protocol	Contract	Annually	May 1 st preceding contractual year	bhscompliance@azdhs.gov
38	Prevention Services	Report evaluation outcomes, and supplemental information	Contract	Annually	No later than August 1 st	bhscompliance@azdhs.gov

ATTACHMENT A – DELIVERABLES TABLE
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#	Contract Category	Report	Reference	Frequency	Due Date	Submit to
39	Prevention Services	Needs Assessment Summary	Contract	Ad Hoc	Six (6) months prior to issuing an RFP for prevention and six (6) months following contract award, once every three years thereafter	bhscompliance@azdhs.gov
40	Prevention Services	Description and plan for new prevention programs	Contract	Ad Hoc	Thirty (30) days prior to program commencement	bhscompliance@azdhs.gov
41	Prevention Services	Prevention Services Contractor solicitations and amendments for prevention service	Contract	Ad Hoc	Fourteen (14) days before public release	bhscompliance@azdhs.gov
42	Prevention Services	Proposal evaluation and award of contract to provide prevention services	Contract	Ad Hoc	Upon ADHS request	bhscompliance@azdhs.gov
43	Prevention Services	Allegations of attempted suicide, sexual abuse, and death incident report	Contract	Ad Hoc	Upon ADHS request	bhscompliance@azdhs.gov
44	Prevention Services	Documentary evidence of First Aid certification	Contract	Ad Hoc	Upon ADHS request	bhscompliance@azdhs.gov
45	Prevention Services	Documentary evidence that the following health and safety inspections take place for any facilities owned, leased, or rented to provide prevention services	Contract	Ad Hoc	Upon ADHS request	bhscompliance@azdhs.gov
46	Prevention Services	Written notification of ending or discontinuation of any prevention subcontract or program or any other substantive change in the prevention network	Contract	Ad Hoc	Thirty (30) days prior to the ending or discontinuation of any prevention subcontract or program or any other substantive change in the prevention network	bhscompliance@azdhs.gov

ATTACHMENT A – DELIVERABLES TABLE
SOLICITATION NO: HP032097

#	Contract Category	Report	Reference	Frequency	Due Date	Submit to
47	Prevention Services	Written notification of the discontinuation of any program in the prevention network or if there are substantive changes to the prevention network	Contract	Ad Hoc	Within one (1) week of knowledge	bhscompliance@azdhs.gov
48	Quality Management	Child and Family Team Practice Reviews for Qualified Service plans	Contract	Monthly	Thirty (30) days after the end of the month	bhscompliance@azdhs.gov
49	Quality Management	Monthly Referral Logs for Routine Assessment Appointments	Contract	Monthly	Fifteen (15) days after month end	Bureau of Quality Management Operations
50	Quality Management	Monthly reports on Established Performance Incentives	Contract	Monthly	Within thirty (30) days after each monthly measurement period	bhscompliance@azdhs.gov
51	Quality Management	Child and Family Team Practice Reviews for Improvement Plans	Contract	Quarterly	30th day after quarter end	bhscompliance@azdhs.gov
52	Quality Management	Outpatient commitment report	Contract	Quarterly	30th day after quarter end	bhscompliance@azdhs.gov
53	Quality Management	Quarterly Performance Improvement Reports	Contract	Quarterly	30th day after quarter end	bhscompliance@azdhs.gov
54	Quality Management	Trending and Analysis – Incidents, Accidents, Deaths and Seclusions and Restraints	Contract	Quarterly	30th day after quarter end	Bureau of Quality Management Operations
55	Quality Management	Quarterly Showing Report	Contract	Quarterly	Ten (10) days after quarter end	bhscompliance@azdhs.gov
56	Quality Management	Annual Quality Management Plan and Work	Contract; AHCCCS AMPM Chapter 900; the ADHS/DBHS QM Plan and Work Plan	Annually	November 30 th	bhscompliance@azdhs.gov
57	Quality Management	Annual Report on Established Performance Incentives	Contract	Annually	Within forty five (45) days after the fiscal year end	bhscompliance@azdhs.gov
58	Quality Management	Annual Member Satisfaction Survey	Contract	Annually	Upon ADHS request	bhscompliance@azdhs.gov
59	Quality Management	Quality of Care Data	Contract	Ad Hoc	Upon ADHS request	bhscompliance@azdhs.gov

ATTACHMENT A – DELIVERABLES TABLE
SOLICITATION NO: HP032097

#	Contract Category	Report	Reference	Frequency	Due Date	Submit to
60	Quality Management	Submit Data and Records related to contract	Contract	Ad Hoc	Upon ADHS request	bhscompliance@azdhs.gov
61	Quality Management	High Profile Alert Incident, Accidents and Deaths	Contract	Ad Hoc	Within one (1) day of awareness	bhscompliance@azdhs.gov
62	Outreach and Marketing	Outreach Material	Contract	Ad Hoc	30 days prior to public release	bhscompliance@azdhs.gov
63	Outreach and Marketing	Marketing Materials	Contract	Ad Hoc	30 days prior to public release	bhscompliance@azdhs.gov
64	Coordination with AHCCCS Acute Care, PCP and other Agency Collaboration	Copy of each collaborative protocol	Contract	Annually	December 31 st	bhscompliance@azdhs.gov
65	Subcontractors	Fully executed originals of all subcontracts	Contract	Ad Hoc	Within two (2) days of ADHS request	bhscompliance@azdhs.gov
66	Subcontractors	All provider subcontract templates	Contract	Ad Hoc	Within twenty-four (24) hours of ADHS request	bhscompliance@azdhs.gov
67	Subcontractors	Copy of the ACCORD Certificate(s)	Contract	Ad Hoc	Upon subcontract execution, and on annual basis and upon request	bhscompliance@azdhs.gov
68	Contractor Compliance with Contract Requirements	Collect, track, trend and aggregate data and submit an annual report of contractor, subcontractor and provider non-compliance and the corrective measures taken, including the amount and duration of sanctions	Contract	Annually	July 15 th , 2011 and each year thereafter	bhscompliance@azdhs.gov
69	Business Continuity and Recovery Plan	Business Continuity and Recovery Plan	Contract	Annually	September 10, 2010 in the first Contract Year and by July 10th of each subsequent Contract Year	bhscompliance@azdhs.gov
70	Corporate Compliance	Copies of all completed internal and external audit reports and findings, which contain the requisite fraud and abuse audit steps	Contract	Quarterly	15 days after quarter end	bhscompliance@azdhs.gov

ATTACHMENT A – DELIVERABLES TABLE
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#	Contract Category	Report	Reference	Frequency	Due Date	Submit to
71	Corporate Compliance	Year-to-date fraud and abuse record and trend analysis	Contract	Quarterly	15 days after quarter end	bhscompliance@azdhs.gov
72	Corporate Compliance	Year-to-date list of all employees and subcontractors names that have been checked against the Exclude Parties List System (EPLS)	Contract	Quarterly	15 days after quarter end	bhscompliance@azdhs.gov
73	Corporate Compliance	Current Corporate Compliance program	Contract	Annually	July 1 st	bhscompliance@azdhs.gov
74	Corporate Compliance	Reports according to Section 29.3 REPORTING SUSPECTED FRAUD AND ABUSE of this contract.	Contract	Ad Hoc	Upon occurrence	bhscompliance@azdhs.gov
75	Finance	Monthly Financial Statements	Contract	Monthly	30th day after month end	Office of Financial Review
76	Finance	Quarterly Financial Statements	Contract	Quarterly	30 days after quarter end and 40 days after fourth quarter end	Office of Financial Review
77	Finance	Administrative Cost Allocation Plan	Contract	Annually	May 2, 2011 and each year thereafter	Office of Financial Review
78	Finance	Draft Audited Financial Statements and the OMB Circular A-133 report	Contract	Annually	75 days after fiscal year end	Office of Financial Review
79	Finance	Draft Supplemental Reports to the Audited Financial Statements	Contract	Annually	75 days after fiscal year end	Office of Financial Review
80	Finance	Final Audited Financial Statements and the OMB Circular A-133 report	Contract	Annually	100 days after fiscal year end	Office of Financial Review
81	Finance	Final Audited Financial Statements for All Related Parties Earning Revenue under this Contract	Contract	Annually	120 days after fiscal year end	Office of Financial Review
82	Finance	Final Supplemental Reports to the Audited Financial Statements	Contract	Annually	100 days after fiscal year end	Office of Financial Review
83	Finance	Audited Statement of Activities	Contract	Annually	100 days after fiscal year end	Office of Financial Review
84	Finance	Performance Bond	Contract	Ad Hoc	30 days notification by ADHS to adjust the amount	Office of Financial Review
85	Finance	Videoconferencing Equipment Inventory	Contract	Ad Hoc	Within 15 days of obtaining equipment	Office of Financial Review

ATTACHMENT A – DELIVERABLES TABLE
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#	Contract Category	Report	Reference	Frequency	Due Date	Submit to
86	Claims Payment Encounter	Check register report	Contract	Quarterly	Fifteen (15) days from the end of the quarter	ops@azdhs.gov
87	Claims Payment Encounter	Claims Dashboard	Contract	Quarterly	Thirty (30) days prior to the start of the quarter	ops@azdhs.gov
88	Encounter Submission	Contractor's CEO or CFO's written attestation	Contract	Ad Hoc	With each data encounter submission	ops@azdhs.gov
89	Mortality Data Submission	Incident reports of mortalities	Contract	Ad Hoc	Within 5 days of notification of a member's death.	Bureau of Quality Management Operations
90	Policy	Contractor Member Handbook	Contract	Ad Hoc	Within 30 days of receiving the ADHS Template, or within a timeframe as otherwise specified	bhscompliance@azdhs.gov
91	Customer Service	Monthly Incident and Accidents Summary Report concerning Persons with SMI	Contract	Monthly	Ten (10) days after months end	Office of Human Rights
92	Customer Service	Complaint and Grievance Report	Contract	Quarterly	Thirty (30) days after quarter end	Office of Human Rights
93	Customer Service	Report for a Grievance, Appeal and Provider Claims or Request for Investigation involving a Person with Serious Mental Illness	Contract	Ad Hoc	Upon occurrence	Office of Human Rights
94	Customer Service	Contractors Response to Complaints	Contract	Ad Hoc	Upon request	Office of Human Rights
95	Customer Service	Monthly Redacted Restraint and Seclusion Summary Report Concerning Children and Persons with SMI	Contract	Monthly	Ten (10) days after months end.	Office of Human Rights
96	Customer Service	Redacted Restraint and Seclusion Report Concerning Children and Persons with SMI	Contract	Ad Hoc	Upon ADHS request	Office of Human Rights
97	Customer Service	Redacted Incident and Accidents Report	Contract	Ad Hoc	Upon occurrence	Office of Human Rights
98	Special Assistance	Comprehensive report of Persons Identified as in Need of Special Assistance	Contract	Monthly	Ten days (10) days after months end	Office of Human Rights

ATTACHMENT A – DELIVERABLES TABLE
SOLICITATION NO: HP032097

#	Contract Category	Report	Reference	Frequency	Due Date	Submit to
99	Special Assistance	Identification Report of Persons Needing Special Assistance	Contract	Monthly	Ten days (10) days after months end	Office of Human Rights
100	Special Assistance	Updates to OHR's Quarterly Report of Persons Identified as in Need of Special Assistance	ADHS/BHS Policies and Procedure Manual	Quarterly	10th day of the month following receipt of draft report from OHR	Office of Human Rights
101	Special Assistance	Appeal, Results of the Informal Conference and Notices of Hearing Appeals involving a Person in Need of Special Assistance	Contract	Ad Hoc	Within five (5) working days of receipt/issuing of results/notice	Office of Human Rights
102	Special Assistance	Request for Special Assistance Report	Contract	Ad Hoc	Within three (3) working days of identifying	Office of Human Rights
103	Special Assistance	Grievance or request for investigation for a person in need of Special Assistance and the final decision letter	Contract	Ad Hoc	Within five (5) working days of receipt	Office of Human Rights
104	Special Assistance	Notification a person no longer in need of Special Assistance	Contract	Ad Hoc	Within ten (10) working days of determination	Office of Human Rights
105	Special Assistance	Notification of Person in Need of Special Assistance Report	Contract	Ad Hoc	Three days (3) days after months end.	Office of Human Rights